



179 Innovation Drive Jane  
Lew, WV 26378  
Website: www.hopegas.com

**Smell Natural Gas or Suspect a Leak?**

Report it! From a safe place, call 911 and Hope Gas at 800-934-3187.

**A natural gas leak can be dangerous.**

**Signs of a Gas Leak**

Natural gas is non-toxic, colorless, odorless and lighter than air. An odor is added to help you detect a potential gas leak. Signs include:

- A rotten egg odor.
- Discolored or dead vegetation over or near the pipeline.
- A hissing, whistling, or roaring sound near a gas appliance or pipeline.
- Dirt or debris blowing into the air; persistent bubbles in water-covered areas.
- Flames (if a leak has ignited).

**If a Leak Occurs**

- Leave the area immediately.
- Warn others to stay away.
- From a safe place, call 911 and Hope Gas at 800-934-3187. Reporting a gas leak can't be done online.

**What Not To Do if You Suspect a Gas Leak**

- Do not try to turn natural gas valves on or off.
- Do not smoke, use a lighter or strike a match.
- Do not attempt to locate the gas leak or open any windows.
- Do not use any electric switch, telephone or cell phone, garage door opener or flashlight as they can cause sparks and ignite gas.
- Do not start or stop nearby vehicles, machinery, or things that may spark.

**CO: Carbon Monoxide Gas**

A malfunctioning appliance can create carbon monoxide gas, which can be deadly. Three warning signs that a gas appliance is emitting CO long before hazardous CO levels can build up:

- Excessive, unexplained moisture: If the chimney is blocked, excessive water will accumulate on walls and windows.

- Soot build-up: Black carbon will accumulate on ceilings and walls, blackening the front of a fireplace and the front door of a furnace.
- A strong, obnoxious odor: Although CO is odorless in its pure form, it's usually associated with aldehydes, which have an odor like automobile exhaust.

Hope Gas considers it an emergency if customers smell an odor of gas or if none of their natural gas appliances are working. If customers smell a natural gas odor inside a house or building, they should leave the premises immediately and call our **24-hour emergency service from a neighbor's house, toll-free, at 1-800-934-3187.**

**Dig Safely**

If you are planning to dig on your property, follow these important steps:

- Call before you dig. State laws require that before digging, you call WV811 by dialing 811 or by visiting WV811.com to have your lines located at least 48 hours excluding weekends and holidays before you begin any excavation work.
- Technicians will mark the location of the utility lines on your property prior to your meter at no cost to you. Once all lines are marked, you can then safely begin your digging project.
- Respect and pay attention to the markings for your safety.
- Dig with care. If you accidentally hit a Hope Gas pipeline, no matter how minor it may seem, leave the area immediately and call Hope Gas from a safe place at 800-934-3187 and 911.

**Emergency Information**

**For 24/7 Emergency Service Call: 1-800-934-3187**

**To Report a Gas Outage Please Call: 1-800-934-3187**

**For billing or service-related questions please call:**

The Hope Gas Customer Contact Center is now open in Morgantown! As of January 2, 2024, all Hope Gas

**EMERGENCY CONTACT:  
1-800-934-3187**

<b>PRODUCTS/ DOT GUIDEBOOK ID#/ GUIDE#:</b>		
Natural Gas	1971	115

**WEST VIRGINIA  
COUNTIES OF OPERATION:**

Barbour	Mingo
Boone	Monongalia
Braxton	Nicholas
Cabell	Pleasants
Calhoun	Preston
Clay	Putnam
Doddridge	Raleigh
Fayette	Randolph
Gilmer	Ritchie
Harrison	Roane
Jackson	Taylor
Kanawha	Tucker
Lewis	Tyler
Lincoln	Upshur
Logan	Wetzel
Marion	Wirt
Marshall	Wood
Mason	Wyoming
McDowell	

*Changes may occur. Contact the operator to discuss their pipeline systems and areas of operation.*

customer service and billing operations are managed in West Virginia.

The Hope Gas Customer Contact Center is open Monday to Friday: 8am-5pm EST.

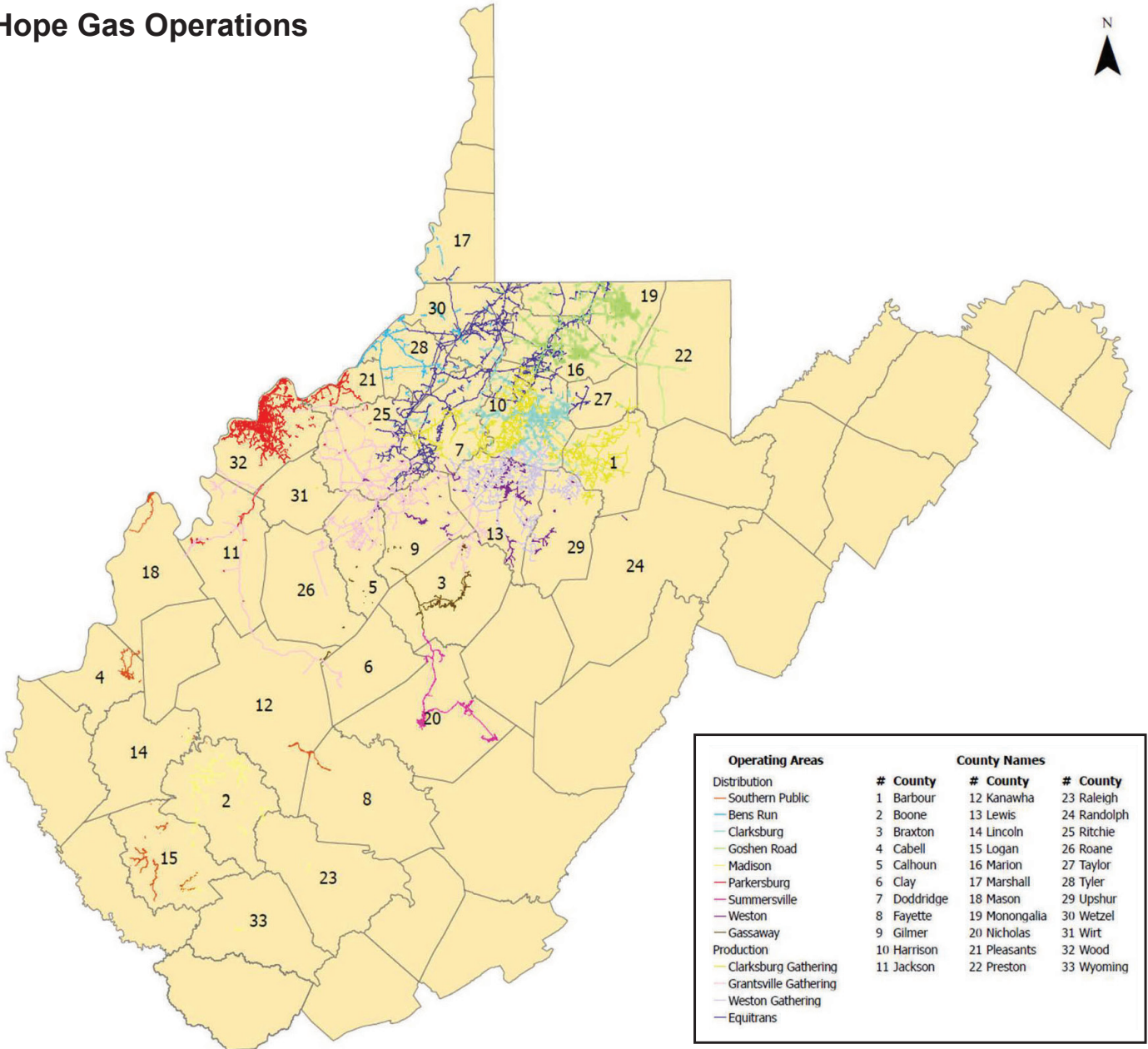
You may also reach us via email at [customercare@hopegas.com](mailto:customercare@hopegas.com). We will respond to your email within 24 hours; Monday to Friday, 8am-5pm EST. Please note, this email is for billing and service inquiries. Do not use email to report a natural gas emergency.

**1-800-688-4673**

For more information on Hope Gas and Natural Gas Safety please visit [hopegas.com](http://hopegas.com)



Hope Gas Operations



Know what's below.  
Call before you dig.